

MADIBENG LOCAL MUNICIPALITY



Province: NW372 - Final Schedule of Service Delivery Standards Table 2020/2021

Standard Description	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	once a week
Premise based removal (Business Frequency)	Thrice a week
Bulk Removal (Frequency)	As and when is required
Removal Bags provided(Yes/No)	No
Garden refuse removal Included (Yes/No)	Yes
Street Cleaning Frequency in CBD	Daily
Street Cleaning Frequency in areas excluding CBD	once a week
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours
Clearing of illegal dumping (24hours/48hours/longer)	Longer
Recycling or environmentally friendly practices(Yes/No)	Yes but done by private parties
Licenced landfill site(Yes/No)	Yes
Water Service	
Water Quality rating (Blue/Green/Brown/No drop)	65% (Bluedrop)
Is free water available to all? (All/only to the indigent consumers)	only indigent
Frequency of meter reading? (per month, per year)	per month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	3 Months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 Months
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	30min
Up to 5 service connection affected (number of hours)	1 Hour
Up to 20 service connection affected (number of hours)	2 Hours
Feeder pipe larger than 800mm (number of hours)	48 Hours
What is the average minimum water flow in your municipality?	10l/s
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty water meters? (days)	10
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
Electricity Service	
What is your electricity availability percentage on average per month?	
Do your municipality have a ripple control in place that is operational? (Yes/No)	No
How much do you estimate is the cost saving in utilizing the ripple control system?	N/A
What is the frequency of meters being read? (per month, per year)	Per month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	3 Months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 Months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	2 Days
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty meters? (days)	Prepaid(2 hrs) Conventional 1 Week
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	
How effective is the action plan in curbing line losses? (Good/Bad)	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	2 Days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	3 Days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Yes
To what extend do you subsidize your indigent consumers?	6 KI
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	5 Hours
Sewer blocked pipes: Large pipes? (Hours)	3 Hours
Sewer blocked pipes: Small pipes? (Hours)	2 Hours
Spillage clean-up? (hours)	48 Hours
Replacement of manhole covers? (Hours)	120 Hours (5 days)

Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	2 Hours
Time taken to repair a single pothole on a minor road? (Hours)	1 Hour
Time taken to repair a road following an open trench service crossing? (Hours)	3 Hours
Time taken to repair walkways? (Hours)	5 Hours
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	3 Months
Do you have any special rating properties? (Yes/No)	Yes, sporting bodies, health care
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Increase
Are the financial statement outsources? (Yes/No)	Yes
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	it depend on the cash flow
plans?	years
Administration	
Reaction time on enquiries and requests?	30 days
Time to respond to a verbal customer enquiry or request? (working days)	12,9
Time to respond to a written customer enquiry or request? (working days)	12,9
Time to resolve a customer enquiry or request? (working days)	12,9
What percentage of calls are not answered? (5%,10% or more)	N/A
How long does it take to respond to voice mails? (hours)	Voice mails are not used
Does the municipality have control over locked enquiries? (Yes/No)	NO
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day?
How many times does SCM Unit, CFO's Unit and Technical Unit sit to review and resolve SCM process delays other than normal monthly management meetings?	once a month and as when it is required
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	5 min
How long does it take to renew a vehicle license? (minutes)	5 Min
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	5 Min after approval by helpdesk
How long does it take to de-register a vehicle? (minutes)	5 Min
How long does it take to renew a drivers license? (minutes)	30 Min including eye test
What is the average reaction time of the fire service to an incident? (minutes)	15 min
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	-
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	-
Economic development	
How many economic development projects does the municipality drive?	20
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	None
What percentage of the projects have created sustainable job security?	30 percent
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	Yes
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes